

The Institute for Advanced Technology
CDC / C-E-I-R, 5272 RIVER ROAD, WASHINGTON, D. C. 20016

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A practical solution to the problem of continuing education in a field where advanced techniques have a habit of becoming obsolete "overnight."

seminar designed for:

Operations managers and those preparing themselves for center management.

content in brief:

The basic concepts of computer center organization and operation are explained. Covers the objectives of scheduling the computer installation, organization, equipment maintenance, financial accountability, EDP salary administration, recruitment and induction, training in computer operations, performance evaluation and employee relations.

about C-E-I-R

492 of the Fortune "500" use our data processing seminars. Because a computer is no better than the people using it.

Over 30 courses available in 2 to 5 day seminars

Seminars are offered at various cities throughout the country. Or a private in-plant seminar can be arranged. Fees quoted on request. A sampling of seminars currently scheduled:

- ☐ Urban Planning—Process and Problems
October 17-18, New York
- ☐ Time-Sharing Systems
October 21-23, New York
- ☐ Project Planning & Control
Systems for Data Processing
October 23-25, Washington, D.C.
- ☐ Documentation & Debugging
October 28-30, Washington, D.C.
- ☐ Statistics in Experimental Design
October 28-30, New York
- ☐ Introduction to EDP for Managers
October 30-November 1, New York
- ☐ Optical Character Recognition
November 6-8, Washington, D.C.
- ☐ Management Information Systems
November 6-8, New York
- ☐ Microfilm Information Systems
November 6-8, Los Angeles
- ☐ EDP Personnel Management
for the Line Manager
November 21-22, New York

For an outline of these courses, or to be placed on the mailing list for seminar announcements, write:

REGISTRAR
Institute for Advanced Technology

C-E-I-R^{INC}

5272 River Road
Washington, D.C. 20016
Phone: Area Code 301/652-2268



COMPUTER OPERATIONS MANAGEMENT

3 day seminars

- ☐ NOVEMBER 13-15
MINNEAPOLIS
- ☐ DECEMBER 9-11
NEW YORK

THE INSTITUTE FOR ADVANCED TECHNOLOGY

C-E-I-R^{INC.}

A SUBSIDIARY OF
CONTROL DATA CORPORATION

tuition:

Registration, including course materials and luncheons, is \$195 for the first student, and \$175 each for others from the same organization. Checks for tuition should be made payable to C-E-I-R, Inc., Institute for Advanced Technology. Classes begin at 9:00 a.m. and end at 5:00 p.m.

hotels:

Seminars are conducted at the hotels listed below. Cost of hotel rooms are not included in tuition, but we will make reservations for you if requested. Please indicate accommodations desired on registration card. (Hotels will hold a block of rooms for seminar participants until two weeks before the seminar.)

■ **NOVEMBER 13-15**
Leamington Hotel
1014 Third Avenue, S.
Minneapolis, Minn. 55404

Room Rates:
Single: \$14.00
Twin: \$18.00

■ **DECEMBER 9-11**
Waldorf-Astoria Hotel
50th and Park Avenue
New York, N.Y. 10022

Room Rates:
Single: \$22.00
Twin: \$28.00

instructors:

Instructors are full-time professionals in their field of expertise.

■ **FREDERICK W. GIBBS**
Manager of the Control Data Corporation
Twin Cities Data Center

■ **ROBERT H. MEYER**
Vice President for Personnel
C-E-I-R, Inc.

■ **MISS URSULA MICHAELIS**
Manager of File Development
American Research Bureau

■ **CHARLES F. CRICHTON**
Technical Assistant to the Vice President
American Research Bureau

An outline of subjects covered in our Computer Operations Management Seminar

SCHEDULING THE COMPUTER INSTALLATION OBJECTIVES

- Systemization
- Priority Establishment
- Effective Utilization of the Hardware
- Internal Control Function

ORGANIZATION

- Scheduling Section
 - a. Organization of section T/O
 - b. Position in Reporting structure
 - c. Authority
- Close Shop/Open Shop
 - a. Test on probation
 - b. Commercial vs. scientific
 - c. Common pitfalls
- Effective T/O
 - a. Supervisors duties
 - b. Operator training and duties
- Training
 - a. Work habits
 - b. Vertical and horizontal rotation
- Motivation
 - a. Path of progression
 - b. Replacement
 - c. Experimentation with personnel
- Advancement
- Responsibilities to Corporation
 - a. Efficient and effective operators section
 - b. Cultivate team approach
 - c. Staff meeting as vehicle to improvement

EQUIPMENT MAINTENANCE

- Scheduled Maintenance
 - a. Frequency of performance
 - b. Hours or day allotted
 - c. Operators involvement in maintenance

- Unscheduled Maintenance
 - a. Frequency of happening—an indicator
 - b. Manufacturers ability to service vs. customer requirements
 - c. Equipment back-up plan

TRAINING IN COMPUTER OPERATIONS

- Establishing Training Needs and Goals
- Choosing Practical Training Methods
- Evaluating Training Results

EDP SALARY ADMINISTRATION

- Objectives of Salary Administration
- Job Analysis, Job Description, Job Evaluation, Job Pricing (conducting salary surveys, establishing salary ranges)
- Wage and Hour Laws

RECRUITMENT AND INDUCTION

- Sources of EDP Manpower
- Employment Procedure and Personnel Testing
- Interviews
- Selection and Indoctrination

PERFORMANCE EVALUATION

- What is Performance Evaluation?
- Why Have a Performance Evaluation Program?
- Planning and Preparing for the Evaluation

EMPLOYEE RELATIONS

- Elements of a Good Program
- Communications
- Handling Complaints and Grievances

The right to cancel the seminar or to amend the syllabus is reserved.